

Collection Development Policies and Material Reconsiderations

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Before We Start

- Chat Box: Available for all to use
- Auto transcription enabled
- Recording available on Vimeo
- Part 1 and Part 2 – on 2/22 and 2/24
- Jump in WHENEVER with questions/comments!
- Moodle – Library Sharing
Space: <https://mtstatelibrary.moonami.com/mod/forum/discuss.php?d=117#p228>

Learning Outcomes

- Discuss the importance of having a specific book reconsideration section in your collection development policy
- Present example procedures and processes that libraries could use for book reconsideration policies
- Share and discuss experiences with book reconsiderations in the past
- Receive tips on customer service procedures when talking with patrons about book reconsideration concerns
- Receive topics/discussion points to take back to your library and discuss with coworkers/trustees

Collection Development Policy Overview

- Montana Library Examples
 - [Bozeman Public](#)
 - [Billings Public](#)
 - Belgrade [policy](#) and [reconsideration form](#)
 - Fallon County [policy](#) and [reconsideration form](#)
 - Please share your policies in the chat box!
- Policy Poll Questions
- Library Sharing Time: What questions do you have on collection development policy creation or review?

Reconsideration Process – Step by Step

Please ask questions/make comments at any point!

Step 1: Recording the patron's issue or concern

- We HIGHLY recommend using a form (please share any examples you have!)
 - Asking for specificity
- Providing a copy of your CD policy
- Informing next steps and timeline
- Front Line Staff: What experiences do you have with this?
 - Customer service tips and discussion
 - Training and practicing

Step 2: Library Staff Consideration of Patron Form

- Reviewing/reading the material in question
- Reviewing the reasoning behind acquisition, how that relates to CD scope
- Board notification (Correspondence received)
- Decision making – director involved or not?
- Notification – director usually notifies, and explains decision
- Discussion: Does your library have a different or similar process? What challenges or difficulties have arisen? What questions do you have?

Step 3: Patron Appeal

- Should there be an official appeal form? What should be on it?
- Example Appeal Process:
 - Elevate to the board, and put on the next board meeting
 - Hear from both patron and director/library rep at the board meeting
 - Board will listen, consider, and take time to make final decision and vote at next board meeting
- How does your library appeal process go? Any ideas/tips to share?

Open Discussion

- Making sure that board/staff are on the same page with this procedure, whatever your library decides. Really important to have unified support in your procedure
- Super important that the board will back up the professional decisions of staff
- Also remind the board that they are not directly involved with day to day logistics, material selection, etc

Other Resources

- PCI Webinar, January 2022, "Readers' Advisory: A Year in Review" (available on Moodle)
- Webjunction [Customer Service Webinars](#) (create free account)
- ALA, PLA, MLA, other professional organizations
- Infopeople - mixture of free/paid webinars
- [Library 2.0](#) - free to join, access to mini conference and webinars, [podcast and blog](#)
- United for Libraries trustees tips: [Materials Challenges/Policies](#)